

**General Services Administration Federal Supply Service
Authorized Federal Supply Schedule Price List**

On-line access to contract ordering information, terms and conditions, up-to-date pricing, and the option to create an electronic delivery order are available through GSA Advantage!TM, a menu-driven database system. The Internet address for GSA Advantage!TM is: GSAAvantage.gov.

****Go to <http://www.gsa.gov>. Find link to Ordering From GSA Schedules. Find link to Ordering procedures for services requiring a statement of work.****

LifeCare® and GSA Federal Supply Schedule Information

Schedule Title	Human Resources and Equal Employment Opportunity (EEO) Services
Schedule Number	738 PART X
Contract Number	GS-15F-0058M
Contract Period	July 2, 2002–July 8, 2017
Contractor	LifeCare, Inc.
Address	2 Armstrong Road, Shelton, CT 06484
Telephone No.	800-873-4636
Fax No.	203-291-4193
Web Site	http://www.lifecare.com
Contract Administration Source	See above
Business Size	Large
For more information on ordering from Federal Supply Schedules click on the FSS Schedules button at http://www.gsa.gov .	

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Customer Information for Ordering Activities	
1. a. Special Item Number(s)	SIN 595-28
1. b. Lowest Price Model Number/Unit	\$0.01per employee per month for Adoption Services
1. c. Job title, experience, and responsibilities of hourly workers	NA
2. Maximum Order	\$1,000,000.00
3. Minimum Order Limitation	\$100.00
4. Geographic Coverage (Delivery Area)	Worldwide
5. Points of Production	Services performed at contractor's facility in Shelton, CT
6. Discount from list prices or statement of net prices	Net prices are included on this price list
7. Quantity/Volume Discounts	NA
8. Prompt Payment Terms	Net 30 days
9. a.	Government purchase cards are accepted at or below the micro-purchase threshold of \$3,000.00
9. b.	Government purchase cards are accepted above the micro-purchase threshold of \$3,000.00
10. Foreign Items	NA
11. a. Time of Delivery	Within required timeframes as established by Government regulations and/or within the period specified in the ordering agency's performance-based statement of work and the order
11. b. Expedited Delivery	Available
11. c. Overnight and 2-Day Delivery	Contact the Contractor for the purpose of obtaining overnight and 2-day delivery
11. d. Urgent Requirements	Contact the Contractor for the purpose of obtaining accelerated delivery pursuant to Clause No. I-FSS-140-B, Urgent Requirements.
12. F.O.B Point(s)	NA
13. a. Ordering Address(es)	2 Armstrong Road, Shelton, CT 06484
13. b. Ordering Procedure	For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPAs) are found in Federal Acquisition Regulation (FAR) 8.405-3.
14. Payment address(es)	2 Armstrong Road, Shelton, CT 06484
15. Warranty Provision	The contractor warrants and implies that the services rendered under the contract are mercantable and fit for the particular purpose described in the contract
16. Export Packaging Charges	NA
17. Terms and conditions of Government purchase card acceptance	In accordance with Government SmartPay program guidelines
18. Terms and conditions of rental, maintenance, and repair	NA

Customer Information for Ordering Activities	
19. Terms and conditions of installation	NA
20. Terms and conditions of repair parts	NA
20. a. Terms and conditions for any other services	NA
21. List of service and distribution points	NA
22. List of participating dealers	NA
23. Preventive maintenance	NA
24. a. Special attributes	NA
24. b. Section 508 compliance	Section 508 compliance details at www.lifecare.com
25. DUNS Number	131742959
26. Central Contractor Registration	LifeCare is registered in the CCR database

I. LifeCare Introduction

LifeCare, a privately-held company based in Shelton, CT, is a leading provider of Work/Life and Employee Assistance Program (EAP) services. LifeCare also operates LifeMart, a members-only online discount shopping website featuring discounts on everyday products and services. LifeCare serves more than 51 million members through more than 61,000 of the largest private and public-sector employers, driving down absenteeism and presenteeism while boosting employee loyalty.

Our Advantages

LifeCare provides competitive advantages that set us apart in the industry, including:

- **Experience**—LifeCare is a pioneer and leader in the work/life industry with over 30 years of experience providing work/life and other workplace productivity solutions (EAP, online, tutoring, Professional Care Management, etc.)
- **Quality**—We are a highly respected provider dedicated to delivering high quality customer and member care, regardless of customer size, industry and geography. Our solutions are built around a seasoned, industry-leading proprietary provider network, dedicated researchers, specialists, efficient and effective case management process, highly integrated offline and online functionality, and a rigorous quality assurance process.
- **State-of-the-Art Infrastructure**—Our in-house, proprietary infrastructure and application development capabilities enable us to deliver our technology and case management system and inbound and outbound call center operations.
- **Innovative Online Solutions**—We deliver innovative, customized online solutions, including LifeMart, one of the largest members-only discount shopping web sites. Our technology platform is leading-edge within our industry and as a result, we deliver customization for customers and greater personalization options for members.
- **Dedicated Staff**—You will have the full support of an account management team who will be trained on your company's unique program requirements and who will ensure the highest levels of customer service and care in all aspects of service delivery.
- **Promotional Expertise**—Our marketing team is available to provide strategic guidance, editorial and design support, and to create and deliver a wide variety of marketing materials, such as flyers, posters, newsletters, etc.
- **Rich, Meaningful Reports**—We provide detailed reporting to help you evaluate the effectiveness of the program across your entire book of business as well as customized reports that help you drill down on the effectiveness of select customers.

II. Core Work/Life Services

LifeCare's work/life services, accessible 24/7 via a toll-free number and private web site, offer personalized assistance with everyday and one-of-a-kind challenges, including:

Adoption		
• Domestic and international adoption	• Post-Adoption issues	• Financial/legal issues involved with adoption
• Adopting a child with special needs	• Understanding the process	• Home-study process
Pregnancy		
• Prenatal care	• Breastfeeding and formula feeding	• Discounted breast pumps and accessories
• Parent education	• Birthing options	• Transitioning to parenthood
<i>Plus, LifeCare offers a Premium Mothers at Work program for an additional fee.</i>		
Child Care & Parenting		
• Child care options (centers, in-home care, etc.)	• Preschools and kindergartens	• Backup, temporary, and emergency care
• Grandparenting	• Summer care	• Special needs
• Before- and after-school programs	• Child development	• Managing work and family
• Child health & safety	• Parenting infants to teens	• And more
<i>Plus, LifeCare offers enhanced Backup Child Care services for an additional fee.</i>		
Adult Care & Aging		
• Care options and living arrangements	• Information on diseases and conditions	• Medicare, Medicaid and Social Security and other insurance
• Caregiver concerns	• Meal delivery programs	• Senior health and safety
• Community programs	• Transportation services	• Retirement
• Emergency and respite care	• In-home care and services	• Support groups and services
<i>Plus, LifeCare offers enhanced Backup Adult Care, and a Professional Care Management Program for an additional fee.</i>		
Health & Wellness		
• Children's health	• Fitness programs	• Seniors' health
• Weight loss	• General health	• Stress management
• Nutrition	• Men's health	• Women's health
• Emotional health	• Safety	• Info on diseases

Education/Academics		
• Preschools	• Elementary education	• Middle/high school
• Colleges and Universities	• Continuing education	• Financial aid, educational loans and scholarships
• Special education	• Homework	• Tutoring
Special Needs		
• Developmental Delays	• <i>Diseases and Conditions</i>	• Emotional challenges
• Early Intervention	• Physical disabilities	• Advocacy and legal issues
Financial and Legal Issues		
<ul style="list-style-type: none"> Free thirty minute consultations with an attorney on up to three new legal topics per year (consultations can either be in-person or via phone—it's the member's choice!). 25% off of the fees for legal services beyond the initial consultation (excluding flat legal fees, contingency fees, and plan mediator services) Access to financial counselors who provide up to three free 30-minute telephonic consultations per year to assist with budgeting, credit/debt counseling, collections, bankruptcy, and more 		
• Budgeting	• Estate planning	• Investments
• Credit and Debt	• Home buying	• Retirement
<i>Plus, LifeCare offers enhanced and premium levels of assistance for an additional fee.</i>		
Personal "Daily Life" Services		
• Home improvement	• Automotive services	• Time/stress management
• Pet care	• Relocation	• Cleaning services
• Consumer information	• Travel	• Emergency preparedness

Our Award Winning Call Center

Our 24/7 call center staffed by LifeCare's Bachelor's and Master's level specialists who are trained to assess and identify members' needs and connect them to the most appropriate professional(s) who can help, whether it is a child care specialist, attorney, financial professional or other benefits vendors. The LifeCare Call Center has been recognized as a Certified Center of Excellence by the Center for Customer-Driven Quality™ at Purdue University. Our Call Center ranks in the top 10 percent of the 20,000 call centers studied within North America. LifeCare specialists use a state-of-the-art CRM system and proprietary network of providers to match employees with solutions; and our flexible and configurable processes put LifeCare years ahead of our competitors.

- Our proprietary member engagement technology makes the intake process fast and easy. Plus, we store and secure confidential employee data so each time a member calls; we get "smarter" about their needs and deliver solutions even faster.
- Our specialists use our vast nationwide provider network to refer employees to licensed providers that meet their unique needs (e.g., budget, location, care needs and availability).
- Our specialists can instantly access information on all of the benefits your company offers—so they can refer and warm-transfer employees to other vendors at any time.
- Our systems prompt our specialists to follow up with members at various stages to ensure their needs are completely met.
- Our system tracks and monitors performance and outcomes. For example, we know how many cases are open and how long they've been open in real time call volumes by specialty area; how many providers were prescreened, how many educational guides and referrals were sent; and how

many transfers were made to other benefits providers (and which ones). It also tracks the case turnaround time for each transaction.

- Using this data, we are able to track, by customer, how we performed in each service area—whether it’s utilization of our program, our speed in answering calls, our web site availability, satisfaction ratings, utilization by specific employee groups, etc.—enabling us to deliver richer, more detailed reports.

Our Online Platform

LifeCare offers the industry’s most customizable, user-friendly, interactive, and password protected web site which is compliant with Section 508 of the Rehabilitation Act, meaning that it is accessible to people with disabilities. LifeCare’s web site is fully integrated into our CRM system, providing an end-to-end integrated solution that is unparalleled in the industry—and enabling employees to access the same level of personalization whether they access services via telephone or online.

Versioned for Clients

LifeCare will provide your company with a co-branded web platform that can include:

- The inclusion of your logo or any specific program branding on every page of our site
- Integration of your other benefits programs so members can easily view and link to relevant benefits when appropriate.
- Custom promotion “modules” that link to our content, customized web pages, benefits information, or any outside site

Personalized For Members

Registered members can:

- Complete a personal profile outlining their interests
- Opt-in to receive regular electronic communications on new vendors and limited time offers from the LifeMart discount center (described below)
- Conveniently and confidentially access information and referrals via an area of the web site personalized for them
- Learn about benefits offered by their company
- Create individual accounts for family members

Best-in-Class Content and Interactive Tools

Members have access to the following interactive tools and features:

- A searchable network of millions of providers, including: attorneys, child and elder care providers, schools; fitness centers and more
- Proprietary and sourced articles on hundreds of topics as well as links to premium online content
- Recorded webinars and audio files / podcasts
- Live webinars and discussion groups moderated by industry-leading experts
- Short video and audio tips on hundreds of subjects
- Financial calculators
- Legal FAQs, articles, and self-service legal forms
- Audio podcasts and tips that feature lively interviews with experts
- Up-to-date health and wellness information

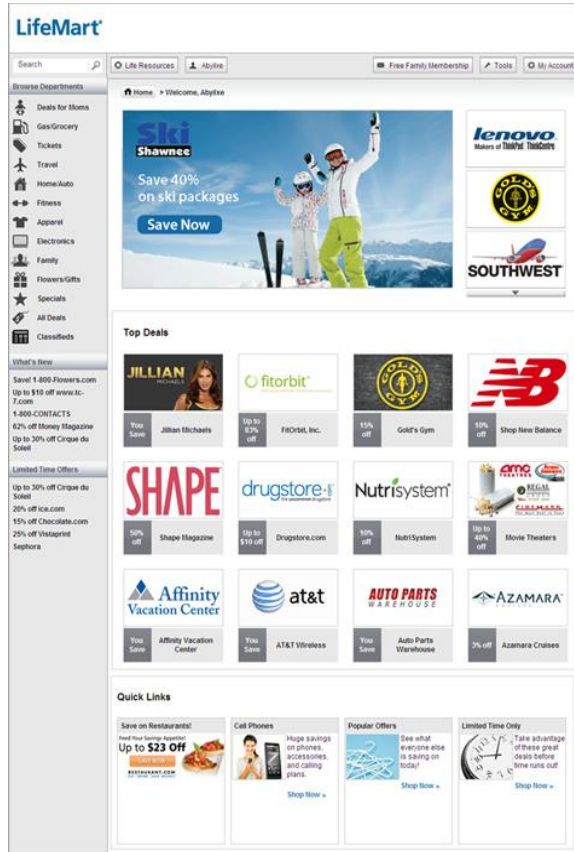
- Listings of helpful web sites and resources

Optional LifeMartSM Discount Center

From the web site, members can also conveniently access LifeMart, one of the largest, online discount shopping sites and proven driver of employee loyalty. The site features **discounts and brand-name products and services**, including:

- Computers and electronics
- Travel, car rentals and hotels
- Gifts and retail shopping
- Movie tickets and video rentals
- Books and DVDs
- Theme parks
- Flowers
- Fitness centers
- Child and elder care
- New cars
- Shoes and apparel
- Restaurants
- And more!

We make it easy for members to find the deals they are looking for with a prominent search tool, highly visible discount codes, and zones that showcase the hot offers, limited time deals, and regional offers.



III. LifeCare Kits

LifeCare offers the following optional kits to help members more effectively manage specific life events. Each kit is loaded with the free products and helpful information as detailed below. (Note, in order to keep kit content fresh, products or content may change at any time).

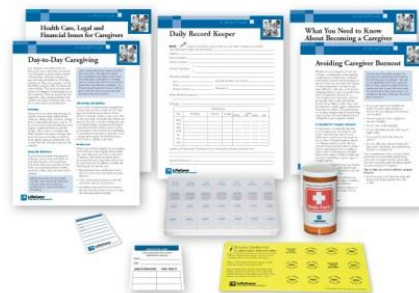
Adult Caregiver Kit

Products

- Emergency Call Number Magnet
- Smoke Detector Safety Labels
- Pill Organizer
- Medical Information Storage Kit
- Wallet Meds Identification List

Materials (delivered electronically)

- LifeCare Guides:
 - Daily Record Keeper
 - Day-to-Day Caregiving
 - Health Care, Legal and Financial Issues for Caregivers
 - Avoiding Caregiver Burnout



Adult Caregivers Kit

- *What You Need to Know About Becoming a Caregiver*
- Discount coupons to caregiving products and resources

Prenatal Kit

Products

- Best-Selling Book: Mayo Clinic: Guide to a Healthy Pregnancy
- Bib
- Diaper/Bottle Bag
- Medicine Dropper
- One-Piece Infant Undergarment



Prenatal Kit

Materials (delivered electronically)

- LifeCare Guides:
 - *Prenatal Wellness*
 - *Child Care Options*
 - *Promoting Your Child's Development: Birth to Three Years*
 - *Choosing Your Child's Medical Provider*
- Discount coupons to essential baby products and services

Child Safety Kit

Products

- Caregiver Wipe-Off Board
- Night Light
- Smoke Detector Calendar Stickers
- Travel First Aid Kit
- DNA Child Identification Kit
- A Pocket Guide to Emergency
- First Aid
- Car Seat Safety Glove Box Tips



Child Safety Kit

Materials (delivered electronically)

- LifeCare Guides:
 - *Baby Products and Equipment*
 - *Safe Sleep for Your Baby*
 - *Household Poisoning Prevention*
 - *Outdoor Safety*
- Discount coupons to child safety products and services

College Kit

Products

- *Students' Self-Care Guide*
- Screwdriver Set
- Combination Sewing & Manicure Kit
- Emergency Whistle Key Chain with Light
- 3-color Ballpoint Pen with 6 Interchangeable High

Materials (delivered electronically)

- LifeCare Guides:
 - *College Packing Checklist*
 - *Adjusting to College Life*
 - *Preparing for College Life*
- Discount coupons to save your child money at school



College Kit

IV. EAP Services

LifeCare will integrate its market-leading work/life services solutions with best-in-class EAP services to provide employees with a consistent and outstanding customer experience in every case whether an employee contacts us for EAP or work/life assistance. Our EAP services include:

Confidential Counseling for Employees

We provide confidential and timely assistance to help employees and their family members who are experiencing personal problems that may affect job performance. Employees can contact LifeCare 24 hours per day, 365 days per year to receive confidential counseling services to assist with:

- Family and marital discord
- Relationship difficulties
- Job pressures
- Problems with children
- Psychological/emotional concerns
- Anxiety
- Depression and stress management
- Grief and bereavement
- Substance abuse
- Alcohol dependency
- Gambling and other compulsive behaviors

In addition to telephonic counseling, when necessary, a clinician will arrange referrals to providers who offer face-to-face counseling. Our EAP network is comprised of providers with expertise in home and work-related issues. Therefore, the employee will be offered several names from which to select the provider who is most appropriate for their needs.

Supervisory/Management Consultations

Our goal is to lead not only your employees, but also your management staff, to the right information, assistance and care to address their specific needs. Our program provides comprehensive services to managers and supervisors regarding a wide variety of workplace issues such as mediation, special programs, policy and procedure development, and participation on risk management committees. We train counselors to address

workplace consultation issues. They collaborate with the employer's management team and provide a supervisory consultation. This may include a variety of services, including the use of a management referral into the EAP, crisis intervention guidance or assistance in monitoring an employee's substance abuse recovery. The process involves a discussion with the supervisor regarding the nature of the problem, assessment of potential risk issues, review of historical information, previous interventions, and determination of goals for the supervisor and employee. We use a workplace support team that is 100 percent dedicated to workplace support activities.

Critical Incident Services

Should your company have the unfortunate experience of a catastrophic workplace incident, such as a crime, death of an employee, or other workplace trauma, we provide critical incident stress programs and services 24 hours a day, 365 days a year. If on-site services prove to be necessary, the clinician will make the necessary arrangements. On-site critical incident interventions are provided within 2 to 24 hours of the incident based on need. Conducted with either individuals or groups, these interventions usually take one to three hours of on-site time and have proven highly effective in reducing the impact of trauma-related symptoms and accelerating return to work and life.

Referrals into Health Plan

Should an employee require medical or behavioral health services with non-network providers, our EAP clinician (and/or the appropriate network clinician) will work with the employee's medical/behavioral health benefits carrier to facilitate transition into the appropriate treatment. Our counselors are seasoned professionals who will become familiar with all aspects of your employee benefit plans and can assist in coordinating a full range of services and programs for the employee.

IV. Exceptional Account Management

We build *business partnerships* with each of our clients and deliver services that continuously evolve to meet the immediate and future needs of our clients and members. One of the ways we provide exceptional services is by assigning each client a designated account management manager—and supportive team—who will:

- Ensure that the program is effectively implemented and launched
- Customize a promotional campaign that reaches your entire eligible population
- Provide training and support materials that educate HR managers and members on LifeCare's services
- Ensure that all services are delivered seamlessly to employees
- Send and review monthly/quarterly utilization reports
- Report on industry trends and news
- Monitor all aspects of the program's success
- Address and respond to any member concerns
- Provide ongoing oversight of the program

Implementation

With nearly 30 years of experience in the industry, we have vast experience implementing clients of all sizes and in all industries and we have mastered the process to make it efficient and as easy as possible for your company. We will ask you to complete an easy Implementation packet that we will then use to customize your program. Beyond that, we mainly will require strategic input and approval of program elements. While we prefer 30-45 days to fully customize our program, we can accommodate urgent requests for quicker implementations as needed.

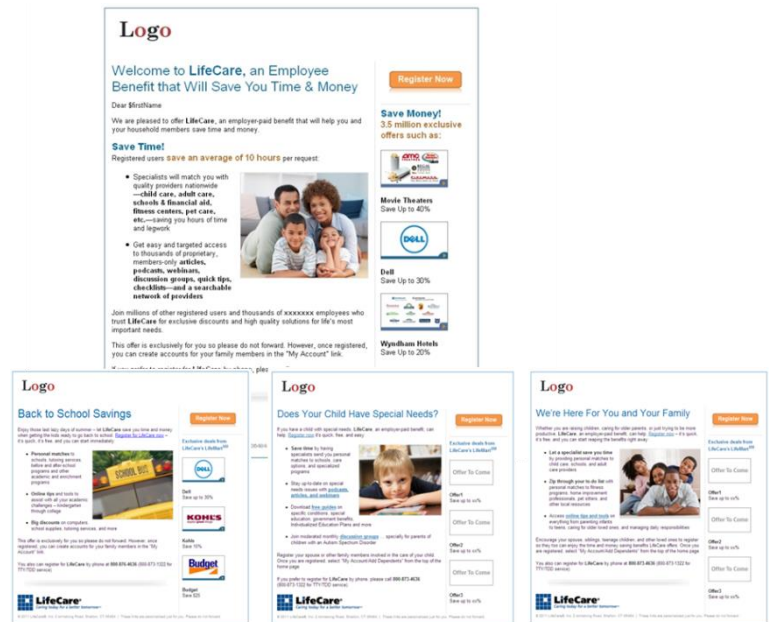
Strategic Marketing and Promotional Campaigns

LifeCare has developed and implemented innovative new engagement techniques that are dramatically increasing member engagement and utilization. Specifically, we have learned that the best and most cost-effective way to generate awareness and utilization of LifeCare's services is to communicate directly and frequently with employees through digital (email) communication. Email provides a direct (one click) link to LifeCare's extensive services can be tailored to individuals based on their needs and experience.

We offer a wide variety of themed digital campaigns from which you can choose as well as flexibility in how and when these campaigns are sent. LifeCare will provide you with an annual campaign calendar and provide full digital email execution and reporting capabilities. Our successful member engagement marketing programs include:

- Monthly awareness and registration campaigns
- Welcome e-communications for members
- New benefit year e-communication program updates
- New employee personalized welcome e-communications
- Custom intranet banners and engagement messaging

LifeCare also offers multi-media marketing vehicles that increase member awareness and engagement such as: brochures, flyers, banners for posting on your intranet and custom landing pages; monthly electronic newsletters; and more. All of these materials will be provided to you electronically, can be co-branded with your company's logo, and are versioned with your specific access instructions. Your account management team will continuously monitor the effectiveness of specific promotional materials and can also provide targeted marketing campaigns geared toward specific usage goals.



Management Reports

LifeCare will deliver management reports to designated contacts on a monthly, quarterly, and/or annual basis. Reports offer a comprehensive analysis of member utilization, along with all the detail you need to truly evaluate the effectiveness of the program. Management reports will also include results of returned quality assurance questionnaires coded for confidentiality.

Quality Assurance

At LifeCare, our unwavering commitment to quality is unmatched. Our owners, executive committee, and the entire LifeCare team are committed to delivering outstanding quality, service excellence, and continuous improvement in all areas. To help you review quality of the program on an ongoing basis, your account manager will share with you aggregate results of all returned questionnaires—along with documentation detailing any complaints issued and how they were investigated and resolved. We use feedback (voice of the customer) from the questionnaire and process metrics (voice of process) to identify areas of enhancement, develop new programs, and

recognize specialists who receive outstanding remarks and have demonstrated excellent performance.

LifeCare remains committed to delivering our clients and members the highest quality solutions and we are continually recognized for our quality standards. LifeCare's call center has been recognized as a Certified Center of Excellence by the Center for Customer-Driven Quality™ at Purdue University. It ranks in the top 10 percent of the 20,000 call centers studied within North America. Our Quality Department has an award-winning Information Management System recognized by the Connecticut Quality Improvement Award in 2009 and we also received the Connecticut Quality Innovation Award for our issue management process.

Of course, our clients can best attest to the breadth, depth and quality of our services. We would be delighted to connect you with clients in your industry who can serve as a reference for LifeCare.

VI. Optional Program Enhancements

LifeCare offers optional services that to further support your employees, and strengthen your bottom line. Brief descriptions of these programs are provided below; for more detailed information on any of these programs, please contact LifeCare.

A. Enhanced Legal and Financial Programs

Clients can choose from the following enhanced legal/financial programs.

Extended Legal and Financial Program

LifeCare's extended legal and financial program includes the following services:

Professional Consultations

- Free 30-minute attorney consultations on up to three new legal topics per year—over the phone or face-to-face, it's the member's choice
- 25% discount on additional legal services (some limits apply)
- Free 30-minute consultations with certified financial planners (up to 3 new topics per year e.g., investments, savings, college planning, home buying, retirement planning, tax issues, 401ks, budget analysis and planning, etc.)—over the phone or face-to-face, it's the member's choice
- \$75 discount on additional financial planning services
- Free credit & debt guidance from financial counselors via telephone (up to 3 sessions per year)

Document Preparation and Review by Plan Attorneys and Financial Professionals

- Free simple will preparation
- Free simple legal document review—2 documents per year, 4 pages per document
- Free dispute resolution assistance—2 letters per year, 2 calls per year
- Free family budget preparation

Referrals to Additional Community Resources

- Not all situations require assistance from an attorney or financial professional. That's why LifeCare's specialists are available 24/7/365 to provide expert guidance and personalized referrals to other financial & legal resources (accountants, tax preparation services, etc.)

Premium Legal and Financial Program

LifeCare's premium legal and financial services include all of the components of the extended plan, plus:

- Longer attorney consultations—up to one hour in length for each new topic
- Unlimited consultations—members receive consultations on as many new topics as needed

- More simple legal document review—6 documents per year, 6 pages per document
- More phone calls and letters prepared/reviewed for dispute resolution—4 letters per year, 4 calls per year
- One hour of additional in-office work following consultation on specific legal topics
- IRS tax dispute counseling
- Special assistance with child support issues

Members can use this benefit for their spouse, parents, and in-laws too!

Plan Ahead Legal Benefit

Members who have ailing parents, a spouse who is advancing in years, or aging concerns of their own, are often faced with a variety of complex legal issues, which can be costly, and which can also have an impact on an individual's emotional and physical health. LifeCare offers the following elder law document preparation services that can make this stage of life less confusing. Plus, plan attorneys will review and update the documents once every three years:

- Simple Will and Simple Living Will Preparation: Members will have their simple will and simple living will prepared by a plan attorney at no cost. Plan attorneys will also prepare complex wills at a 25% discount off their regular fees. **No co-pay!**
- Durable Power of Attorney: A written document giving full power and authority to another person (authority survives incapacity or disability). **\$35 co-pay.**
- HealthCare Durable Power of Attorney: A written document giving full power and authority to make decisions involving only healthcare (authority survives incapacity or disability). **\$35 co-pay.**
- HealthCare Directive: A written document details what life-prolonging treatment should be withheld or provided if member becomes unable to communicate those wishes. **\$35 co-pay.**
- Financial Power of Attorney: A written document giving full power and authority to another person to represent the member in financial matters. Document is not effective upon incapacity of the member. **\$35 co-pay.**

B. Be Well Kit

Healthy employees are *productive* employees. They take less time off work, they're more focused on the job, and their career satisfaction levels are a great deal higher than the average. That's why LifeCare offers the Be Well Kit, which is loaded with practical products and information designed to help employees proactively manage their health.

Educational Materials

- Mayo Clinic's Embody Health: Guide to Self-Care
- Healthy Eating
- Work Closely With Your Doctor
- Stress Management
- Fitness Fundamentals
- Fitness and Nutrition Log
- How to Improve Your Balance



Products

- Healthy Eating Reference Tool
- Perfect Waist Tape
- Pedometer
- Stretching Poster

C. Professional Care Management Program

While LifeCare's core services include information and referrals to assist with adult care and aging issues, LifeCare's Professional Care Management Program goes a step beyond by providing caregivers with access to highly qualified professional care managers—professional nurses and social workers who are trained in assessment, care planning, and care management of older adults—to conduct in-person in-home assessments, facility reviews, post-hospitalization assessments and ongoing care and monitoring for aging parents or ill spouses. With this program, employees have a bank of “flexible care hours” that they can use toward any of the in-person services. This program further helps employees better care for aging loved ones, and helps employers avert more absences due to elder care issues.

D. Backup Care Services

While LifeCare's core services provide referrals to backup care providers nationwide, to avert more absences in your organization, LifeCare offers Backup Care Connection, a comprehensive backup care program for children and older adults. Our program offers placement, even at the last-minute, with credentialed in-home and center-based providers nationwide. Plus, employees only pay only small co-pay each time they use the service, making it attractive for them to use.

E. Educational Seminars

LifeCare offers more than 125 topical educational seminars to address the full spectrum of life event issues. LifeCare's seminars are offered in a variety of formats—on-site, online and via telephone in 1-hour, half-day and full-day increments. Seminars can be presented to audiences of all sizes and are customized so that you can deliver timely and important information about issues that are most important to your employees. On-site seminars can be lectures or informal, interactive sessions—or a combination of both—to educate members on resources in their communities and on finding the most viable solutions for their needs. In addition to on-site events, LifeCare hosts online seminars on a wide variety of work/life and EAP issues for no additional fee.

F. Premium Mothers at Work

While LifeCare's core program includes our basic Mothers at Work Program, which provides information, referrals and access to discounted breast pumps, LifeCare also offers a Premium Mothers at Work program that includes the following additional services:

- **24/7 Access to Lactation Consultants:** Unlimited telephonic access to LifeCare's own International Board Certified Lactation Consultants (IBCLCs) who can answer questions about breastfeeding at any time of the day or night and who can provide ongoing guidance and support.
- **Mothers at Work Kit:** Provides new mothers with breastfeeding essentials, including an interactive CD-ROM that teaches breastfeeding basics; a comprehensive book that helps women understand breastfeeding and how to transition back to work; and a host of free breastfeeding accessories including breast pads, breast creams, and more.

The premium program also offer breastfeeding/prenatal classes hosted by LifeCare's International Board Certified Lactation Consultants (IBCLCs) who will educate expecting employees or new parents on how to successfully breastfeed and manage the transition back to work.

G. Wellness Benefit Communication Program

Getting traction in wellness related services and benefits are a common challenge faced by many of our clients. To overcome this issue, we harnessed the technology inherent in our IT systems to deliver a single-sourced solution, Benefit Communication, which combines all services into a single matrix.

Benefit Communication is designed to help our clients increase the impact and effectiveness of all the wellness benefits programs they offer to their employees. Put simply, it is an integrated delivery platform that changes the way benefits are presented, promoted, accessed and utilized. Not only does it enable universal employee engagement with a single source of contact for all available benefits—but it gives benefit administrators a single communication platform, a strong benefits brand opportunity and a universal view of their diverse benefit array, making vendor management more efficient and performance focused.

The Benefit Communication solution offers a unified and centralized platform that will provide employees with simple access to all of the services offered by their agency employer resulting in higher utilization of all benefits and better quality outcomes.

Our model offers a single point of entry for *your entire benefit matrix* as well as:

- Nationwide, 24/7 toll-free telephonic and online support for all employees
- Employee eligibility verification based on eligibility data transfers
- Telephonic intake assessment to determine needs and provide information on appropriate benefits based on employee needs
- Multilingual customer service representatives and wellness specialists and, when necessary, we use the Language Line Services, which provide translation services in over 150 languages
- 24/7/365 TTY/TDD access for employees with hearing and/or speech disabilities
- Warm-line transfer capability
- High-touch quality oversight of all benefit usage
- Follow-up to encourage and monitor progress on the use of benefits
- Ability to administer employee satisfaction survey and report and synthesize survey results
- Regular management reporting on utilization and key metrics

Pricing for enhanced “Add-On” services are provided in the pricing chart on the next page.

VII. Pricing: SIN 595-28 – Employee Assistance and Work/Life Program

Please note, pricing is based on a Per Employee Per Month (PEPM) rate, unless otherwise noted.

Work/Life Pricing	
Special Item Number(s)	SIN 595-28
Quote Period	July 2, 2002–July 8, 2017
<u>Web and Telephonic</u>	
Core Services: Pregnancy, Adoption Child Care, Adult Care, Academics, Special Needs, Personal Services, Health/Wellness, and Legal & Financial Basic, Kits (Prenatal, Child Safety, College and Adult Care)	\$0.79
<u>Web Only Services</u>	\$0.15
<u>Telephonic (Pricing Per Service)</u>	
Child Care	\$0.31
Adult Care	\$0.14
Academics	\$0.06
Pregnancy	\$0.08
Adoption	\$0.01
Special Needs	\$0.04
Health/Wellness	\$0.08
Legal/Financial Basic	\$0.09
Legal Only – Basic	\$0.06
Personal Services	\$0.11
<u>Add-On Services</u>	
Financial Only – Extended	\$0.08
Legal/Financial – Extended	\$0.14
Legal/Financial – Premium	\$0.23
Legal - Plan Ahead Kit ¹	\$0.07
Be Well Kit	\$0.10
Adult Care Kit	\$0.03
Child Safety Kit	\$0.04
College Kit	\$0.04
Mothers at Work Kit	\$0.03
Prenatal Kit	\$0.04
Professional Care Management (PCM) - 3 hour	\$0.15

Work/Life Pricing		
Backup Care Connection ²	\$1.18	
On-Site Educational Seminars ³	\$480 per one-hour seminar	
Mothers at Work ⁴	0 - 2,500 employees	\$5,000 Annual Flat Fee
	2,501 - 4,999 employees	\$12,500 Annual Flat Fee
	5,000 - 9,999 employees	\$25,000 Annual Flat Fee
	10,000 - 19,999 employees	\$40,500 Annual Flat Fee
	20,000-29,999 employees	\$56,000 Annual Flat Fee
	30,000-39,999 employees	\$72,500 Annual Flat Fee
	40,000 - 49,999 employees	\$90,000 Annual Flat Fee
	50,000 - 59,999 employees	\$107,500 Annual Flat Fee
	60,000 - 69,999 employees	\$125,000 Annual Flat Fee
	70,000 -79,999 employees	\$142,500 Annual Flat Fee
	80,000 - 89,999 employees	\$160,000 Annual Flat Fee
	90,000 - 99,999 employees	\$177,500 Annual Flat Fee
	100,000 - 109,999 employees	\$195,000 Annual Flat Fee
Notes		
¹ Legal Plan Ahead Kit (additional employee co-pays for legal document preparation may apply)		
² Backup Care Connection (additional employee co-pays may apply). Pricing is based on 5 visits per employee per year		
³ Presenter travel expenses may apply.		
⁴ Mothers at Work includes unlimited 24/7 lactation consultations and Mothers at Work kit per each birth event.		

Please note, pricing below is based on a per employee per month rate.

Integrated Employee Assistance and Work/Life Program Pricing			
Per employee per month (PEPM)			
Number of Employees	3 sessions	6 sessions	8 sessions
0 - 49,999 employees	\$2.16	\$2.38	\$2.43
50,000 – 99,999	\$2.11	\$2.33	\$2.38
100,000 – 149,999	\$2.08	\$2.30	\$2.36
150,000 – 199,999	\$2.05	\$2.28	\$2.33
200,000 – 249,999	\$2.00	\$2.25	\$2.30
250,000 – 399,999	\$1.96	\$2.21	\$2.28
400,000 +	\$1.91	\$2.17	\$2.25
*Quoted Fees Include the Following Services			
Toll-free access 24 hours a day, 7 days a week to counseling and crisis intervention by master's and doctoral clinicians			

Integrated Employee Assistance and Work/Life Program Pricing

Local in-person EAP assessment, referral counseling, and brief treatment (up to 8 sessions, depending on model chosen, per issue per employee/family member per year)

EAP network management

Client follow up and satisfaction surveys

Management consultation and referrals

Formal referrals and oversight for substance abuse cases

Quarterly utilization reports

Employee promotional brochures: 1 annually for each employee

Employee orientation sessions: 1 annually for every 250 employees

Managerial and supervisory orientation sessions: 1 annually for every 500 employees

Online information and tools include: Secure, password-protected access to a website that offers helpful information, advice, and interactive tools covering thousands of topics on subjects such as health and wellness, family, relationships, career, education, personal finances, laws and regulations, leisure, home, and auto.

Includes the following web and telephonic work/life services: Child Care, Adult Care, Academics, Pregnancy, Adoption, Special Needs, Academics, Personal Services, Health/Wellness, and Legal & Financial Basic, Kits (Prenatal, Child Safety, College and Adult Care)